About the User: Mikael works for the Archive and was an advanced user even before joining the team, uploading and downloading items, viewing forums and more.

Key findings:
- Non-uniformity of collection tiles created suggest a false hierarchy of collections and subcollections
- Users want to know more about the collection from the tile (similar to item tiles) including what media types are in the collection, views, etc.
- Date sorting labeling might be confusing for some users, perhaps 'Date Uploaded' would be more universally understood than 'Date Archived'
- The Topics list for most search results or collections is too long and can obscure other filter types such as language
- Using the download links is not easy or intuitive even for expert users
- Image sizes on Item Pages can be very large and obscure information or even action buttons in the media player
- Description as an unlabeled field can be confusing, especially across collections as different partners present different information in this field
- Users want to know more about the people (contributors) behind the collections, not just the IA staff who created the collection
- Navigation drawer felt confusing and hard to find

Testing Notes

Task 1: Please go to Archive.org
Task 2: Please go to the 'American Libraries' Collection
Task rating: 9 (easy)

Step A: Complete the task above
Mikael started off by using the navigation bar to first look for all text items. Once he was up in the navigation bar, he saw the list of Top collections with 'American Libraries' listed there. He clicked on that link to get to the collection.

Step B: What are your first impressions of this page?
Mikael' first impressions included noting the non-uniformity of the collection tiles. This design element was something that bothered him because the sizing felt arbitrary and didn't give users more information about the collection (eg. if collection tile was related to the number of items in the collection or the popularity of the collection. He wished as well that the collection tiles had more information: what they are about and the counts of what media types are included in the collection.

Mikael liked the ability to limit by medium and see filters. However he wished there were more sort options for sub-collections, like most recently updated sub-collection or sub-collection size.

Generally Mikael uses lists, but this is primarily for his work internally. He finds the lack of uniformity of fields shown in the details area to be irksome, and doesn't think finding the 'show details' option would be intuitive for most users.

Task 3: How do you think the items in this collection are currently ordered?
Task rating: 6 (not easy)

Step A: Complete task above
Mikael already approached this question in his last task.

Step B: How would you sort items in this collection by the date they were added to Archive.org, with most recently uploaded items first?
Mikael quickly located the date selector and selected 'Date Archived,' however he did not think that this would be easy for users to understand and suggested that 'Upload Date' might be clearer for many users. Once sorted, Mikael was curious about how to locate the provenance of the items, he found the circular collection medallion quickly, but it seems that he had not noticed it before this session.

Mikael was able to quickly use the filters and sorts to narrow and organize his results list.

Mikael has never used Date Reviewed, but like the icons on the tiles. He rarely uses sort by creator, but wanted to see creator as a filter, although he thought creator is also a slightly vague term.

Task 4: How would you view only items that are in English in this Collection?
Task rating: 10 (easy) | perceived as hard for new users though

Mikael quickly found the language filters on the left side of the page. He acknowledged that this was easy for him, but felt that the topics list was so long that it would be hard for a new user to find.

Task 5: How would you find an image of "Children Reading" in this collection?
Task rating: 8 (moderately easy)

Mikael began by limiting by media type, from there he performed a search in the 'Search this Collection' box for "Children Reading."

Task 6: Item Details Page
No task rating

Upon clicking into the item detail page Mikael noted that unlike with other media types, the image detail pages don't feel as much like detail pages due to the large size of the image. It instead feels like an image viewer.

Mikael found the partner added metadata to be helpful, however he noted that with all of the metadata fields beneath the description field, the unlabeled description field felt confusing, especially because the data shared in the description field can vary greatly by uploader.

Mikael liked the placement of the download options, but also felt as though 'Downloads' is a misleading title as it also includes metadata about the item and other non-original files.

The action buttons on the media player were hard to see (even missing) on some of the items that Mikael opened). He also felt that the admin tools were a bit small.

Task 7: If you wanted to download this image, how would you do so?
No task rating, however user used an alternative method to download

Mikael used the download options area to download the image, however he did not click on the link of the file type he desired (.JPEG) but instead right-clicked and selected 'Save Link As…'. He also said he would potentially just right click on the image in the media player.

Task 8: Please find and go to one of the Archive's software collections
Task rating: 7 (not easy)

Mikael used the navbar to browse by media type and then selected one of the top collections. Although he performed this task quickly, he felt that for novice users the floppy icon might be confusing, additionally he wondered if users would think of games as software.

Task 9: Where would you go to find out more information about this collection?
Task rating: 8 (easy)

Step A: Complete the task above
Mikael clicked directly into the About tab

Step B: First impressions
Mikael felt that some information in the About tab (which was robust) was a bit redundant. However he wanted a summary of the collection as well as a way to see all contributors.

Follow-up Questions

1. How did this interface match with your expectations of using Archive.org, what parts were easy to use and behaved as expected?

Mikael found browsing by topic, and finding items to be relatively easy. He liked being able to limit by media type and sub-collection.

2. <u>In what ways did this interface not match your expectations of using Archive.org, what parts were hard to use, or weren't quite clear to you?</u>
Mikael wished that there was more uniformity in the information shared on collection/item tiles so that he could know more about what types of items a collection contained before clicking into it. He was also unsure of how some of the browsing features were determined (eg. featured and top collections).

He worried about how the navigation looks on a mobile phone and generally found mobile to be slightly harder to use.

3. <u>If you could change one thing about Archive.org, what would you change?</u>
Mikael would change the placement of the Wayback search on the homepage, as well as update the Advanced Search (fields take too long to load).

Mikael rarely uses the search bar in the navbar, he prefers to go to the home page or search within a collection.

Mikael would love to have notifications for the items that he uploaded, or related to his forum posts or reviews.

He was also curious if the meta information about the Archive could be put into a footer, and infinite scroll removed.

4. <u>Have you ever created an account on Archive.org, or would you? Why or why not?</u>
Mikael had an account before working at the Archive. He uploaded items to community, but he wanted to be able to upload to specific collections, or edit metadata.

Mikael wondered why a typical user would get a card unless they wanted to upload.